Service Level Agreement	Target Performance		Current Performance	

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds		92.0%	🟢
Call Abandonment Rate	Less then 2% Abondoned *(Includes Voicemail)*		3.8%	🟡
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1		98%	🟢
Email Response Rate	98% Response within 1 business hour		97.1%	🟡
User Sampling Survey	95% Of Satisfied Customers		95.5%	🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*		97.8%	🟢

	Target	Current		
Account Management	8 Business Hours	98.9%	🟢	
Applications	16 Business Hours	95.45%	🟢	*Excluding GMIS & SIRS*
Data Management	32 Business Hours	98.5%	🟢	
Database	32 Business Hours	97.1%	🟢	
Hardware	40 Business Hours	96.8%	🟢	
Operating System	24 Business Hours	96.8%	🟢	
Telecomm	12 Business Hours	98.2%	🟢	

Project Management

Complete By Promised Due Date	90% Within 5% of Planned Project Duration		75%	🔴

Network Availability

CAN Availability (Campus Area)	24x7 Availability (99.9%)		100%	🟢
Dial-Up Availability	24x7 Availability (99.9%)		100%	🟢
Switch Availability	24x7 Availability (99.9%)		99.9%	🟢
VPN Availability	24x7 Availability (99.9%)		100%	🟢
WAN Availability (Remote Sites)	24x7 Availability (98.0%)		99.8%	🟢

Server and Storage Administration

Overall Average Windows Server Availability			99.8%	🟡

	Target	Current		
Citrix Server Availability	99.9% Availablity	100%	🟢
E-Mail Server Availability	99.9% Availablity	99.7%	🟡
Shared File Server Availability	99.9% Availablity	99.9%	🟢
SQL Server Availability	99.9% Availablity	98.3%	🟡
Web/App Server Availability	99.9% Availablity	100%	🟢

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98%)		93.3%	🔴
New Network Account Requests	Creation Within 2 Business Days (99%)		100%	🟢
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)		100%	🟢

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month